Aboriginal Liaison Officers

Improving care for Aboriginal and Torres Strait Islander patients

GOULBURN VALLEY HEALTH

How do I contact an Aboriginal Liaison Officer?

The GV Health Aboriginal Liaison Officers are located in the Minya Barmah room and are available from 8:30am to 5pm Monday to Friday.

Your Aboriginal Liaison Officers are:

Cynthia Scott
Carol Collie

GV Health Minya Barmah Room
Building E, Graham St
Shepparton

Ph: (03) 5832 2450

GOULBURN VALLEY HEALTH

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GV Health is a smoke free environment
For more information about services provided by GV Health, visit www.gvhealth.org.au

WORKING TOGETHER TO ACHIEVE HEALTHIER COMMUNITIES

What is an Aboriginal Liaison Officer (ALO)?

Aboriginal Liaison Officers provide emotional, social and cultural support to Aboriginal and Torres Strait Islander patients and their families when they use the hospital at GV Health. Being in hospital can be a worrying time, with feelings of fear, sadness, home sickness and isolation; GV Health ALOs are there to help.

How can an ALO help?

Aboriginal Liaison Officers can help you talk to health professionals, to help you understand medical procedures and routines and help you to participate in decisions about your care.

They also provide information and support to GV Health staff to help them provide culturally sensitive health services.

ALOs can help you to make arrangements for your admission to hospital and for when you go home. They can also help link you to appropriate community support programs, agencies and services.

Volunteer Visiting Program

The Aboriginal Volunteer Visiting Program involves elders and members of the local Aboriginal community visiting Aboriginal and Torres Strait Islander patients during their stay at GV Health. These volunteers can provide social, emotional, cultural and spiritual understanding to patients and families.

The volunteers are also available to support Aboriginal and Torres Strait Islander patients who are attending specialist clinics, day procedures and oncology.

If you would like to have a volunteer visit you, please speak with an Aboriginal Liaison Officer at GV Health, who will happily arrange a visit.

Minya Barmah Room

The traditional Yorta Yorta meaning of Minya Barmah is a spiritual meeting place.

It is a friendly place where all Aboriginal and Torres Strait people are welcome to have a yarn, a cuppa or just to relax.

The Minya Barmah room is open from 8am to 8pm every day, including weekends and public holidays.

Gunna Burri Birthing Room

Gunna Burri Birthing Room is a birthing room that has been specially designed for mothers of Aboriginal babies.

Gunna Burri are traditional Yorta Yorta words that mean “mother and baby”. The room has been decorated with Aboriginal artefacts that acknowledge Aboriginal culture, spirit and identity.

Have your say

If you would like to provide feedback about GV Health services for Aboriginal and Torres Strait Islander people:

- there is a suggestion box in the Minya Barmah room
- there is a visitor’s book in the Minya Barmah room
- talk to an Aboriginal Liaison Officer
- talk to the GV Health Customer Satisfaction Coordinator. Phone: (03) 5832 2258
- fill in a feedback form and hand it to a staff member or online at www.gvhealth.org.au

Artwork by Scott Hansen